





Performance Review

Why do companies give performance review?

Job Performance

PERFORMANCE APPRAISAL

APPRAISAL FOR

Performance Rating

☐ High

☐ Above Average

☐ Average

☐ Below Average

☐ Low

# Reasons...

- **Expect**
- **Feedback**
- **Get to know**
- **Increase**
- **Reward**
- **work**

1. give employees \_\_\_\_\_ on their performance
2. let employees know which areas they need to \_\_\_\_\_ on
3. communicate decisions such as a salary \_\_\_\_\_ or a promotion
4. remind workers what their managers \_\_\_\_\_ of them
5. \_\_\_\_\_ employees who exceed expectations
6. help managers to \_\_\_\_\_ the employee better.

How do you describe a  
performance?



# Describing performance

excellent

good

poor

satisfactory

1. Joe is often late for work and never achieves his sales targets: \_\_\_\_\_
2. Kate is very thorough but this often means that her work is a little slow: \_\_\_\_\_
3. Daniel always does what his manager expects of him: \_\_\_\_\_
4. Charlie always exceeds his sales targets. He often stays in the office later than everyone else:  
\_\_\_\_\_

# LISTENING

You are going to listen to a performance review between Sandra, a customer service agent, and her manager.



# Quick Check

**1. How does Sandra's manager feel about her performance overall?**

a. poor    b. satisfactory    c. excellent

**2. What area does Sandra need to work on?**

a. quality of work    b. efficiency    c. building relationships

**3. How many calls was Sandra handling last year?**

a. 7    b. 9    c. 11

**4. How many calls is Sandra handling this year?**

a. 7    b. 9    c. 11

**5. What is the increase in customer service costs this year?**

a. 7%    b. 13%    c. 30%

**6. What salary increase does Sandra's manager offer?**

a. 7%    b. 13%    c. 30%

**7. How does Sandra feel about her performance review?**

a. very unhappy    b. a little disappointed    c. very happy



# Useful Expressions



# Positive feedback

- We really appreciate your work;
- Overall, your performance this year has been satisfactory, and I am pleased about that;
- When it comes to keeping our customers happy, your work is excellent;
- I think you have a lot of potential.

## **Negative feedback**

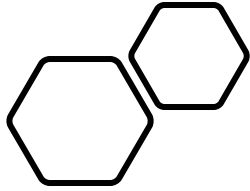
The only problem is with the efficiency of your work; There are some areas that could be improved.

## **Accepting a decision:**

OK, that sounds fair.

## **Expressing disappointment:**

To be honest, I expected a little more



# Role play

Practice a performance review. Use the useful expressions for positive and negative feedback.